

<b>Notice of References Cited</b>	Application/Control No. 10/629,727		Applicant(s)/Patent Under Reexamination OLNEY ET AL.	
	Examiner SCOTT L. JARRETT		Art Unit 3623	Page 1 of 1

#### U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,502,009	12-2002	Parnell et al.	700/200
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

#### FOREIGN PATENT DOCUMENTS

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	N					
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#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Best Practice for Service Support Office of Government Commerce, 2000, ISBN: 0113300158
	V	Robinson, Jim, Using cost of quality with root cause analysis and corrective action systems Quality Congress. ASQ's; Annual Quality Congress Proceedings; 2000
	W	Sirkin, Harold et al., Fix the Process, Not the Problem Harvard Business Review, July-August 1990
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\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.